SJS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS		DEFENDANTS	,	
SHAYEH DOV		NCO FINANCIAL SYSTEMS, INC.		
		11.0011111111011	a or or Emo, aro.	
(b) County of Residence of First Listed Plaintiff		County of Residence o	County of Residence of First Listed Defendant	
, ,			* 1 Hat Blaice Defendant	
(c) Attorney's (Firm Na	me, Address, Telephone Number and Email Add	ress) NOTE: IN LANG	NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE	
Craig Thor Kimmel, E	squire	1	INVOLVED.	
Kimmel & Silverman,	P.C.	Artomoro (ICI)		
30 E. Butler Pike		Atterneys (If Known)		
Ambler, PA 19002				
(215) 540-8888				
II. BASIS OF JURISI	OICTION (Place an "X" in One Box Only)		RINCIPAL PARTIES (Place an "X" in One Box for Plaintiff	
□ 1 U.S. Government	☐ 3 Federal Question	(For Diversity Cases Only) P1	and One Box for Defendant) FF DEF PTF DEF	
Plaintiff	(U.S. Government Not a Party)	Citizen of This State (3)	1 🗇 I Incorporated or Principal Place 🔘 4 🗇 4	
			of Business In This State	
© 2 U.S. Government Defendant	① 4 Diversity	Citizen of Another State	2 D 2 Incorporated and Principal Place D 5 D 5	
Detendant	(Indicate Citizenship of Parties in Item III)		of Business In Another State	
			3 D 3 Foreign Nation D 6 D 6	
IV. NATURE OF SUI	T (Place an "X" in One Box Only)	Foreign Country		
CONTRACT	TORTS	STORECTURE PENALTY	BANKRUPTCY	
☐ 110 Insurance	PERSONAL INJURY PERSONAL INJUR		O 422 Appeal 28 USC 158 O 400 State Reapportionment	
120 Marine	☐ 310 Airplane ☐ 362 Personal Injury -	🗇 620 Other Food & Drug	☐ 423 Withdrawal ☐ 410 Antitrust	
☐ 130 Miller Act ☐ 140 Negotiable Instrument	☐ 315 Airplane Product Med. Malpractice Liability ☐ 365 Personal Injury -		28 USC 157	
☐ 150 Recovery of Overpayment	[] 320 Assault, Libel & Product Liability	☐ 630 Liquor Laws	PROPERTY/RIGHTS	
& Enforcement of Judgment (D 151 Medicare Act	Slander	I G 640 R.R. & Truck G 650 Airline Regs.	☐ 820 Copyrights ☐ 470 Racketeer Influenced and ☐ 830 Patent Corrupt Organizations	
O 152 Recovery of Defaulted	Liability Liability	☐ 660 Occupational	O 840 Trademark B 480 Consumer Credit	
Student Loans (Excl. Veterans)	☐ 340 Marine PERSONAL PROPER' ☐ 345 Marine Product ☐ 370 Other Fraud		☐ 490 Cable/Sat TV	
153 Recovery of Overpayment	Liability 370 Oner Frank	C 690 Other LABOR	810 Selective Service SOCIAT-SECURITY 5 850 Securities/Commodities/	
of Veteran's Benefits	☐ 350 Motor Vehicle ☐ 380 Other Personal	710 Fair Labor Standards	(1395ff) Exchange	
160 Stockholders' Suits 190 Other Contract	 355 Motor Vehicle Property Damage Product Liability 385 Property Damage 		☐ 862 Black Lung (923) ☐ 875 Customer Challenge ☐ 863 DIWC/DIWW (405(g)) ☐ 12 USC 3410	
195 Contract Product Liability	O 360 Other Personal Product Liability	☐ 730 Labor/Mgmt.Reporting	☐ 864 SSID Title XVI ☐ 890 Other Statutory Actions	
O 196 Franchise REAL PROPERTY	Injury CIVIL RIGHTS PRISONER PETITION	& Disclosure Act	☐ 865 RSI (405(g)) ☐ 891 Agricultural Acts KEDERALTIAX SUITS ☐ 892 Economic Stabilization Act	
@ 210 Land Condemnation	☐ 441 Voting ☐ 510 Motions to Vacati		☐ 870 Taxes (U.S. Plaintiff ☐ 893 Environmental Matters	
© 220 Foreclosure	O 442 Employment Sentence	791 Empl. Ret. Inc.	or Defendant)	
(230 Rent Lease & Ejectment (240 Torts to Land	☐ 443 Housing/ Habeas Corpus: Accommodations ☐ 530 General	Security Act	☐ 871 IRS—Third Party 26 USC 7609 ☐ 895 Freedom of Information Act	
1 245 Tort Product Liability	☐ 444 Welfare ☐ 535 Death Penalty	IMMIGRATION	O 900Appeal of Fee Determination	
☐ 290 All Other Real Property	☐ 445 Amer, w/Disabilities - ☐ 540 Mandamus & Oth Employment ☐ 550 Civil Rights	er	Under Equal Access to Justice	
	☐ 446 Amer, w/Disabilities - ☐ 555 Prison Condition	Alien Detaince	☐ 950 Constitutionality of	
	Other 440 Other Civil Rights	465 Other Immigration	State Statutes	
	Li 440 Omer Civa Rights	Actions		
и				
V. ORIGIN (Place)	on "X" in One Box Only)		Appeal to District	
🕅 1 Original 📋 2 Re	emoyed from 🗍 3 Remanded from 📋	1 4 Nemsiated of (1) 3 anatha	ferred from G & Mobilifietries G 7 Judge from	
Proceeding St	ate Court Appellate Court	(specif	fy) Judgment	
	Cite the U.S. Civil Statute under which you ar	re filing (Do not cite jurisdictions	il statutes unless diversity):	
VI. CAUSE OF ACTI	ON Brief description of cause:			
	Fair Debt Collection Practices Ac	ct		
VII. REQUESTED IN	☐ CHECK IF THIS IS A CLASS ACTION	DEMAND \$	CHECK YES only if demanded in complaint:	
COMPLAINT:	UNDER F.R.C.P. 23		JURY DEMAND: Z Yes O No	
VIII. RELATED CASE(S)				
7111 112211123 0110	(See instructions): JUDGE	4	DOCKET NUMBER	
Explanation:	://	/		
4/27/11		-]		
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IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

Shayeh	Dov	:	CIVIL ACTION		
v.		:			
NCO Financial	i Systems,Ir	nc.i	NO.		
In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.					
SELECT ONE OF THE	FOLLOWING CA	SE MANAGEM	IENT TRACKS:		
(a) Habeas Corpus – Case	s brought under 28	U.S.C. § 2241 th	rough § 2255.	()	
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ()					
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2.					
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.					
(e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special					
management cases.)				()	
(f) Standard Management	- Cases that do no	t fall into any one	e of the other tracks.	\aleph	
<u>4</u> 27/11	Attorney-a	Kimme	Shauen Dov Attorney for		
<u> 215 - 540 - 8888 </u>	_ 871-788	-2864	<u>kimmel@credittaw</u>	<u>.(cm</u>	
Telephone	FAX Numl	ber	E-Mail Address		

(Civ. 660) 10/02

UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.							
Address of Plaintiff: 17131 NE 11th Cart, Minmi, FL 32102							
Address of Defendant: 507 Productial Rad Harsham, PA 19044							
Place of Accident, Incident or Transaction:							
(Use Reverse Side For Additional Space)							
Does this civil action involve a nongovernmental corporate party with any parent corporation an	d any publicly held corporation owning 10% or more of its stock?						
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No No						
Does this case involve multidistrict litigation possibilities?	YesCl No 4						
RELATED CASE, IF ANY:							
Case Number: Judge	Date Terminated:						
Civil cases are deemed related when yes is answered to any of the following questions:							
1. Is this case related to property included in an earlier numbered suit pending or within one year	r previously terminated action in this court?						
	Yes□ No□						
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior su action in this court?	2. Does this case involve the same issue of fact or grow out of the same transaction as a prior sult pending or within one year previously terminated action in this court?						
	Yes C No D						
3. Does this case involve the validity or infringement of a patent already in suit or any earlier nu							
terminated action in this court?	Yes No No						
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	case filed by the same individual?						
	Yes No No						
CIVIL: (Place ✓ in ONE CATEGORY ONLY)							
A. Federal Question Cases: 1. □ Indemnity Contract, Marine Contract, and All Other Contracts	B. Diversity Jurisdiction Cases: 1. □ Insurance Contract and Other Contracts						
2. FELA							
	2. Airplane Personal Injury Airplane Personal Injury						
3. ☐ Jones Act-Personal Injury	3. Assault, Defamation						
4. □ Antitrust	4. ☐ Marine Personal Injury						
5. © Patent	5. □ Motor Vehicle Personal Injury						
6. Carlo Labor-Management Relations	6. Other Personal Injury (Please						
7. 0. 0: 10: 1.	specify)						
7. Civil Rights	7. Products Liability						
8. ☐ Habeas Corpus	8. Products Liability — Asbestos						
9. Securities Act(s) Cases	9. □ All other Diversity Cases						
10. © Social Security Review Cases	(Please specify)						
11. All other Federal Question Cases \5 U.S.C. \WQZ							
ARBITRATION CERTIF	FICATION						
(Check Appropriate Can	egory)						
Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and b	: elief, the damages recoverable in this civil action case exceed the sum of						
\$150,000.00 exclusive of interest and costs;	•						
Relief other than monetary damages is sought.							
DATE: 4/27/11 Craig That Kimme!	57100						
Astorney-at-Law	Attorney I.D.#						
NOTE: A trial de novo will be a trial by jury only If there has been compliance with F.R.C.P. 38.							
I certify that, to my knowledge, the within case is not related to any case now pending or within one year previously terminated action in this court except as noted above.							
DATE: 4/27/11 Craid than Kimmel	57160						
Allorney-at-Läw CIV. 609 (6/08)	Altorney I.D.#						

1 UNITED STATES DISTRICT COURT FOR THE 2 EASTERN DISTRICT OF PENNSYLVANIA 3 SHAYEH DOV, 4 Plaintiff 5 v. Case No.: 6 7 NCO FINANCIAL SYSTEMS, INC., COMPLAINT AND DEMAND FOR JURY TRIAL 8 Defendant (Unlawful Debt Collection Practices) 9 10 **COMPLAINT** 11 SHAYEH DOV ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C., alleges 12 the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"): 13 14 INTRODUCTION 15 Plaintiff's Complaint is based on the Fair Debt Collection Practices Act. 15 16 U.S.C. § 1692 et seq. ("FDCPA"). 17 18 JURISDICTION AND VENUE 19 2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states 20 21 that such actions may be brought and heard before "any appropriate United States district court 22 without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original 23 jurisdiction of all civil actions arising under the laws of the United States. 24 3. Defendant conducts business and has an office in the Commonwealth of 25 Pennsylvania and therefore, personal jurisdiction is established.

- 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Miami, Florida 33162.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6),
 and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
- 16. The alleged debt at issue arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Beginning in or around May 2010, and continuing through June 2010, Defendant repeatedly and continuously contacted Plaintiff on his cellular telephone almost every day, causing him to receive, at times, more than two (2) collection calls a day.
- 18. Plaintiff received phone calls from Defendant from the following phone number: (215) 441-3000, which the undersigned has confirmed is a phone number for Defendant.
- 19. After receiving continuous and repeated calls from Defendant, Plaintiff checked his credit report and saw that Defendant had reported a debt to the credit reporting bureaus.
- 20. Plaintiff had not received anything in writing from Defendant prior to it reporting the debt to the credit reporting bureaus.
- 21. On June 1, 2010, Plaintiff contacted Defendant to inquire why it had reported the alleged debt on his credit report.
- 22. Defendant would not provide Plaintiff with any information regarding the alleged debt, making it impossible for him to determine whether or not he owed this debt and to dispute the debt.
- 23. Upon information and belief, Defendant purposefully withheld information about the alleged debt from Plaintiff solely to harass and deceive Plaintiff and to coerce Plaintiff into making payment.
 - 24. After its initial communication with Plaintiff on June 1, 2010, Defendant failed to

send Plaintiff written notification informing him of his rights to dispute the debt and/or request verification of the debt.

- 25. To date, Plaintiff has not received any written notice from Defendant regarding his rights to dispute the debt and/or request verification of the debt.
- 26. Defendant's actions in attempting to collect the alleged debt were harassing, abusive and highly deceptive.
- 27. Defendant's conduct has caused Plaintiff great frustration, inconvenience, expenditure of time, mental anguish, and anxiety.

CONSTRUCTION OF APPLICABLE LAW

- 28. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); <u>see also Gearing v. Check Brokerage Corp.</u>, 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).
- 29. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services. Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).

30. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 31. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
 - a. Defendant violated of the FDCPA generally;
 - b. Defendant violated §1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
 - c. Defendant violated § 1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
 - d. Defendant violated § 1692e of the FDCPA by using false, deceptive, or

- misleading representations or means in connection with the collection of a debt;
- e. Defendant violated §1692e(10) of the FDCPA by using false representations or deceptive means to collect or attempt to collect a debt;
- f. Defendant violated §1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;
- g. Defendant violated §1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of his rights to dispute the debt or request verification of the debt; and
- Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

WHEREFORE, Plaintiff, SHAYEH DOV, respectfullys pray for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, SHAYEH DOV, demands a jury trial in this

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case.

DATED: 4/27/1/

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RESPECTFULLY SUBMITTED,

KIMMEL & SILYERMAN, P.C.

By:

Craig Thor Kimmel/ Attorney ID # 57100

Kimmel & Silverman, P.C.

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